

Subject: Re: Unresolved Statview updates

From: Ellen Riotto <ellen@southpark.la>

Date: 03/12/2018 03:24 PM

To: Steve Hillard <shillard@streetplus.net>

CC: Katie Kiefer <katie@southpark.la>, Robert Buente <bbuente@1010dev.org>

When can we expect the Quick Stats reporting tool for South Park Clean & Safe to be ready? Now that Ken is no longer with the company, who is working on that for us? Again, this is different from the Marketing Report.

How's 1pm on Wednesday for a call to get on the same page?

From: Steve Hillard <shillard@streetplus.net>

Date: Monday, March 12, 2018 at 2:09 PM

To: Ellen Riotto <ellen@southpark.la>

Cc: Katie Kiefer <katie@southpark.la>, Robert Buente <bbuente@1010dev.org>

Subject: RE: Unresolved Statview updates

I've attached the data Raul pulled from Statview for the security stats. This data is sent to our marketing/branding person who creates the report that I shared with you. We're in the process of completing the February 2018 report for SPBID. We are a few days behind because of the two storms that hit the east coast. Our marketing/branding person was without power for nearly 9 days. He's back up and running and working through pending projects.

There is the Quick Talley Report (Chicago Loop Alliance sample, which is similar to what we provided for SPII).

I will be in Los Angeles the week of March 19th. After I have my travel plans confirmed, I will let you know. Tomorrow, I will be travelling to San Francisco for the IDA Conference, but can make some time on Wednesday afternoon (Pacific Time).

Steve Hillard | President and Principal

Ofc: 610-466-9770 | Mbl: 718-757-1758

Streetplus.net | shillard@streetplus.net <<mailto:shillard@streetplus.net>>

From: Ellen Riotto <ellen@southpark.la>

Sent: Monday, March 12, 2018 5:00 PM

To: Steve Hillard <shillard@streetplus.net>

Re: Unresolved Statview updates

Cc: Katie Kiefer <katie@southpark.la>; Robert Buente <bbuente@1010dev.org>
Subject: Re: Unresolved Statview updates

Hi Steve,

When are you in town next? I'd like to get an in-person in the books.

In the meantime, let's clarify what we need:

Our priority is systematizing the process for pulling clean and safe stats from Statview. This project was started by Ken and still needs to be completed. This is much more important to us than the monthly marketing deck. How close are we to getting the report section of Statview to where it needs to be? Let's schedule a call to discuss. I'm available 'tomorrow morning at 9-10:30am or after 2pm. Please let me know what works.

Thanks,

Ellen

From: Steve Hillard <shillard@streetplus.net <<mailto:shillard@streetplus.net>> >
Date: Monday, March 12, 2018 at 1:17 PM
To: Katie Kiefer <katie@southpark.la <<mailto:katie@southpark.la>> >
Cc: Ellen Riotto <ellen@southpark.la <<mailto:ellen@southpark.la>> >
Subject: RE: Unresolved Statview updates

Katie –

Are you referring to the Marketing stats or the clean and safe stats? I have the security stats and we're creating the February monthly report for you.

Steve Hillard | President and Principal

Ofc: 610-466-9770 | Mbl: 718-757-1758

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Re: Unresolved Statview updates

From: Katie Kiefer <katie@southpark.la <<mailto:katie@southpark.la>> >
Sent: Monday, March 12, 2018 3:04 PM
To: Steve Hillard <shillard@streetplus.net <<mailto:shillard@streetplus.net>> >
Cc: Ellen Riotto <ellen@southpark.la <<mailto:ellen@southpark.la>> >
Subject: Re: Unresolved Statview updates

Checking back. Clean and Safe teams have delayed getting monthly stats to me because the report section of Statview is still incomplete.

I will give you a call this afternoon. We need Statview 100% functional asap.

Katie Kiefer

South Park BID

1100 S. Flower St., Suite #3400, Los Angeles, CA 90015

o. 213 663 1120

24/7: 866 560 9346

From: Steve Hillard <shillard@streetplus.net <<mailto:shillard@streetplus.net>> >
Date: Thursday, March 8, 2018 at 12:14 PM
To: Katie Kiefer <katie@southpark.la <<mailto:katie@southpark.la>> >
Cc: Ellen Riotto <ellen@southpark.la <<mailto:ellen@southpark.la>> >
Subject: RE: Unresolved Statview updates

I have a conference call with our partners with GeoPal tomorrow to get updated on everything Ken was working on for SP. Please accept my apology for this project taking so long. I should have an update for you after my call tomorrow.

Steve Hillard | President and Principal

Ofc: 610-466-9770 | Mbl: 718-757-1758

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From: Steve Hillard

Re: Unresolved Statview updates

Sent: Thursday, March 8, 2018 2:19 PM
To: Katie Kiefer <katie@southpark.la <<mailto:katie@southpark.la>> >
Cc: Ellen Riotto <ellen@southpark.la <<mailto:ellen@southpark.la>> >
Subject: RE: Unresolved Statview updates

Looking into it now and will get back to you.

Steve Hillard | President and Principal

Ofc: 610-466-9770 | Mbl: 718-757-1758

Streetplus.net | shillard@streetplus.net <<mailto:shillard@streetplus.net>>

From: Katie Kiefer <katie@southpark.la <<mailto:katie@southpark.la>> >
Sent: Thursday, March 8, 2018 2:03 PM
To: Steve Hillard <shillard@streetplus.net <<mailto:shillard@streetplus.net>> >
Cc: Ellen Riotto <ellen@southpark.la <<mailto:ellen@southpark.la>> >
Subject: Re: Unresolved Statview updates
Importance: High

Checking back on Statview progress. I really need these priorities handled. We started structuring Statview back in late December.

Katie Kiefer

South Park BID

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From: Katie Kiefer <katie@southpark.la <<mailto:katie@southpark.la>> >
Date: Thursday, March 1, 2018 at 1:08 PM
To: Steve Hillard <shillard@streetplus.net <<mailto:shillard@streetplus.net>> >
Cc: Ellen Riotto <ellen@southpark.la <<mailto:ellen@southpark.la>> >
Subject: Unresolved Statview updates

There are several unresolved Statview details I am waiting to hear back on. I'd like to

Re: Unresolved Statview updates

wrap these up no later than end of next week.

1. PRIORITY 1: The app's compatibility between androids and iphones. Last I heard, Ireland provided Streetplus a new version that was being tested.
2. PRIORITY 2: Creating a marketing report. This report would easily pull the raw stats used for monthly newsletters. See attached 'marketing report categories' tab of the service matrix.
3. PRIORITY 3: Pending service matrix updates,
 - * Additional categories
 - o Alleys maintained
 - o Clean service requests
 - o Safety service requests
 - o Streets maintained
 - * I updated the hospitality category details. See 'combined matrix' tab. Please update Statview.
 - * Add EV0's address back into the address database. 1155 S. Grand Ave.
 - * LAPD crime stat categories haven't been added. This can either be its own report and stats get dropped in weekly. Or the specific categories can be added to the matrix. Let's discuss.
4. PRIORITY 4: We need to have a conversation on the heat maps and how best to use this feature.

Katie Kiefer

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From: Katie Kiefer <katie@southpark.la <<mailto:katie@southpark.la>> >
Date: Wednesday, February 14, 2018 at 2:05 PM
To: "Ken Nakano StreetPlus.net" <knakano@streetplus.net <<mailto:knakano@streetplus.net>> >
Subject: Stat view matrix + Marketing Report Categories

Updated matrix attached; a marketing report tab was added. Duplicate categories are only used for organizational purposes.

Re: Unresolved Statview updates

Give me a call to discuss show to add the following details to the service matrix,

- * Alleys maintained
- * Clean service requests
- * Safety service requests
- * Streets maintained

RE: misc. matrix updates,

- * Hospitality categories updated. See 'combined matrix' tab.
- * Please add EVO's address back into the address database. 1155 S. Grand Ave.
- * Friendly reminder to break out the 311 report as its own separate heat map report
- * F/u on the LAPD crime stat report for Statview. Does that still need to be built out?

Katie Kiefer

Director of Operations

South Park Business Improvement District

1100 S. Flower St., Suite #3400, Los Angeles, CA 90015

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— Attachments:

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